



# **MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM**

## **TRAINING CATALOGUE AND RESOURCES GUIDE**

**EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT  
DEPARTMENT OF CAREER SERVICES**

## TABLE OF CONTENTS

### ❖ **STAFF TRAINING NEEDS MATRIX**

PAGES 4-5

The **STAFF TRAINING NEEDS MATRIX** serves as a guide to which trainings may be appropriate or recommended for respective staff.  
Staff are not limited from taking other courses listed within this catalogue.

### ❖ **WORKFORCE DEVELOPMENT PROGRAMS & SERVICES**

PAGES 6-9

- DCS / DTA CROSS-TRAINING
- DCS / SCSEP CROSS-TRAINING
- MASSACHUSETTS OVERVIEW OF WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
- WIOA TITLE I
- RESEA PROGRAM
- VETERANS SERVICES
- FOREIGN LABOR CERTIFICATION PROGRAMS TRAINING
- TRADE 101
- TRADE FOR VENDORS
- WORK OPPORTUNITY TAX CREDIT PROGRAM TRAINING
- MIGRANT SEASONAL FARMWORKERS TRAINING – OVERVIEW OF MSFW

### ❖ **SYSTEM OVERSIGHT**

PAGE 10

- CONFLICT OF INTEREST
- OPEN MEETING LAWS
- UNIFIED COMPLAINT SYSTEM
- MONITORING AND OVERSIGHT
- USING PERFORMANCE REPORTS TO MANAGE

## TABLE OF CONTENTS

|   |  |             |
|---|--|-------------|
| ❖ | <b>EMPLOYER ENGAGEMENT</b>                                   | PAGES 11-12 |
|   | ▪ MASS BIZWORKS  |             |
|   | ♦ MODULE 1 MASS BIZWORKS OVERVIEW                            |             |
|   | ♦ MODULE 2 UNDERSTANDING THE BUSINESS CYCLE                  |             |
|   | ♦ MODULE 3 REVIEW OF MOSES EMPLOYER SERVICES                 |             |
|   | ♦ MODULE 4 BUSINESS SERVICES FOR NON-BUSINESS SERVICES STAFF |             |
| ❖ | <b>CAREER SERVICES (CAREER CENTER STAFF TRAINING)</b>        | PAGES 13-14 |
|   | ▪ CUSTOMER SERVICE   |             |
|   | ▪ PRESENTATION SKILLS  |             |
|   | ▪ CAREER CENTER SEMINAR (CCS) INFORMATION SESSION            |             |
|   | ▪ CAREER PATHWAYS  |             |
|   | ▪ U.I. NAVIGATION  |             |
| ❖ | <b>TECHNOLOGY TOOLBOX</b>                                    | PAGES 15-17 |
|   | ▪ MASSACHUSETTS ONE-STOP EMPLOYMENT SYSTEM (MOSES)           |             |
|   | ♦ MOSES 101  |             |
|   | ♦ MOSES CAREER PLANNING                                      |             |
|   | ♦ MOSES – BUSINESS SERVICES                                  |             |
|   | ♦ MOSES FOR WDB STAFF AND MANAGERS                           |             |
|   | ▪ LABOR MARKET INFORMATION FOR MANAGERS AND SUPERVISORS      |             |
|   | ▪ MASSCIS  |             |
|   | ▪ TRANSFERABLE OCCUPATIONAL RELATIONSHIP QUOTIENT (TORQ)     |             |
|   | ▪ WORKKEYS 2.0   |             |

| TYPE OF STAFF TRAINING                               | FRONT DESK STAFF | CASE COUNSELORS | BUSINESS SERVICE REPS. | VETERAN REPS | SUPERVISORS | MANAGERS / DIRECTORS | WDB DIRECTORS | WDB SUPPORT STAFF | FISCAL OFFICERS |
|--|------------------|-----------------|------------------------|--------------|-------------|----------------------|---------------|-------------------|-----------------|
| <b>WORKFORCE DEVELOPMENT PROGRAMS &amp; SERVICES</b> |                  |                 |                        |              |             |                      |               |                   |                 |
| DCS / DTA CROSS-TRAINING                             | X                | X               | X                      | X            | X           | X                    | X             | X                 |                 |
| DCS / SCSEP CROSS-TRAINING                           | X                | X               | X                      | X            | X           | X                    | X             | X                 |                 |
| MASSACHUSETTS OVERVIEW OF WIOA                       | X                | X               | X                      | X            | X           | X                    | X             | X                 |                 |
| WIOA TITLE I   | X                | X               | X                      | X            | X           | X                    | X             | X                 |                 |
| RESEA PROGRAM  |                  | X               |                        | X            | X           | X                    | X             | X                 |                 |
| VETERANS SERVICES                                    |                  |                 |                        | X            | X           | X                    |               |                   |                 |
| FOREIGN LABOR CERTIFICATION PROGRAMS TRAINING        | X                | X               | X                      | X            | X           | X                    |               | X                 |                 |
| TRADE 101  |                  | X               |                        | X            | X           |                      |               |                   |                 |
| TRADE FOR VENDORS                                    |                  | X               |                        | X            | X           |                      |               |                   |                 |
| WORK OPPORTUNITY TAX CREDIT PROGRAM TRAINING (WOTC)  |                  | X               | X                      | X            |             |                      | X             | X                 |                 |
| MIGRANT SEASONAL FARMWORKS TRAINING (MFSW)           | X                | X               | X                      | X            | X           | X                    |               | X                 |                 |
| <b>SYSTEM OVERSIGHT</b>                              |                  |                 |                        |              |             |                      |               |                   |                 |
| CONFLICT OF INTEREST                                 | X                | X               | X                      | X            | X           | X                    | X             | X                 | X               |
| OPEN MEETING LAWS                                    |                  |                 |                        |              |             |                      | X             | X                 |                 |
| UNIFIED COMPLAINT SYSTEM                             | X                | X               | X                      |              | X           | X                    | X             | X                 |                 |
| MONITORING AND OVERSIGHT                             |                  |                 |                        |              | X           | X                    | X             | X                 |                 |
| USING PERFORMANCE REPORTS TO MANAGE                  |                  | X               | X                      | X            | X           | X                    | X             | X                 | X               |
| <b>EMPLOYER ENGAGEMENT</b>                           |                  |                 |                        |              |             |                      |               |                   |                 |
| MASS BIZWORKS MODULE 1                               |                  |                 | X                      |              |             |                      |               |                   |                 |
| MASS BIZWORKS MODULE 2                               |                  |                 | X                      |              |             |                      |               |                   |                 |
| MASS BIZWORKS MODULE 3                               |                  |                 | X                      |              |             |                      |               |                   |                 |
| MASS BIZWORKS MODULE 4                               | X                | X               | X                      | X            | X           | X                    | X             | X                 |                 |

| TYPE OF STAFF TRAINING                                 | FRONT DESK STAFF | CASE COUNSELORS | BUSINESS SERVICE REPS. | VETERAN REPS | SUPERVISORS | MANAGERS / DIRECTORS | WDB DIRECTORS | WDB SUPPORT STAFF | FISCAL OFFICERS |
|--|------------------|-----------------|------------------------|--------------|-------------|----------------------|---------------|-------------------|-----------------|
| <b>CAREER CENTER STAFF TRAINING</b>                    |                  |                 |                        |              |             |                      |               |                   |                 |
| CUSTOMER SERVICE                                       | X                | X               | X                      | X            | X           | X                    | X             | X                 |                 |
| PRESENTATION SKILLS                                    |                  | X               | X                      | X            | X           | X                    | X             | X                 |                 |
| CAREER CENTER SEMINAR (CCS) INFORMATION SESSION        | X                | X               | X                      | X            | X           | X                    | X             | X                 |                 |
| CAREER PATHWAYS  |                  | X               | X                      | X            | X           | X                    | X             | X                 |                 |
| UI NAVIGATION  |                  | X               |                        | X            | X           |                      |               |                   |                 |
| <b>TECHNOLOGY TOOLBOX</b>                              |                  |                 |                        |              |             |                      |               |                   |                 |
| MOSES 101  | X                | X               | X                      | X            | X           | X                    | X             | X                 |                 |
| MOSES - CAREER PLANNING                                |                  | X               | X                      | X            | X           | X                    | X             | X                 |                 |
| MOSES - BUSINESS SERVICES                              |                  |                 | X                      |              | X           | X                    | X             | X                 |                 |
| MOSES FOR WDB STAFF AND MANAGERS                       |                  |                 |                        |              | X           | X                    | X             | X                 |                 |
| LABOR MARKET INFORMATION FOR MANAGERS & SUPERVISORS    |                  |                 |                        |              | X           | X                    | X             | X                 |                 |
| MASSCIS  |                  | X               | X                      | X            | X           | X                    | X             | X                 |                 |
| TRANSFERABLE OCCUPATIONAL RELATIONSHIP QUOTIENT (TORQ) | X                | X               | X                      | X            | X           | X                    | X             | X                 |                 |
| WORKKEYS 2.0   |                  | X               | X                      | X            | X           |                      |               |                   |                 |

## WORKFORCE DEVELOPMENT PROGRAMS & SERVICES

*These training sessions are designed to provide information on Department of Career Services programs such as WIOA, RESEA, Veterans Services, Trade, Section 30, Work Opportunity Tax Credit (WOTC), Migrant & Seasonal Farmworkers (MFSW), as well as cross-trainings with our partner agencies.*

### **DCS / DTA CROSS-TRAINING:**

This orientation training session is designed for dedicated Career Center staff and DTA Full Engagement Workers (FEWs) to become familiar with primary DTA programs and basic Career Center services available to DTA clients as they are referred to Career Centers for engagement in job search activities. Each attendee will learn about job search and training services available at Career Centers and about DTA programs and work search requirements for TANF and SNAP program participants. This training is designed to prepare Career Center staff and Full Engagement Workers to work cooperatively, on-site at Career Centers or DTA offices to provide services to DTA clients.

### **DCS / SCSEP CROSS-TRAINING:**

This orientation training session is designed for dedicated Career Center staff and Senior Community Services Employment Program (SCSEP) workers to become familiar with primary SCSEP programs and basic Career Center services available to SCSEP clients as they are referred to Career Centers for engagement in job search activities. Each attendee will learn about job search and training services available at Career Centers and about SCSEP programs and work search requirements. This training is designed to prepare Career Center staff and SCSEP workers to work cooperatively, on-site at Career Centers to provide services to older/mature jobseekers.

**MASSACHUSETTS OVERVIEW OF WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA):**

This training provides an overview of the Workforce Innovation and Opportunity Act of 2014, its implementation throughout the Massachusetts Workforce Development System, as well as programs administered by the Department of Career Services.

**WIOA TITLE I – ADULT/DISLOCATED WORKER PROGRAMS:**

This training provides information and technical assistance on eligibility criteria for adults and dislocated workers; source documentation; career services/training; coordination with WIOA Core programs; performance measures and MOSES data entry related to providing services to Career Center customers under the WIOA Title I legislation.

**RESEA PROGRAM:**

RESEA training sessions prepare staff to be RESEA Specialists. The RESEA Program requirements are discussed in detail, including the mandatory components of the Career Center Seminar, Initial RESEA Review and the RESEA review. Also covered are the consequences of not meeting program requirements, the sanction process and communicating with DUA. MOSES data entry and the requirements for documentation and the importance of timely data entry are also covered. Participants are introduced to the RESEA Program Policy and Procedure Manual. Common errors and best practices are also discussed.

**VETERANS SERVICES:**

This training is designed to provide information on the governing and operational process of the Veterans Program to Career Center Operation Managers and Veteran Staff.

**FOREIGN LABOR CERTIFICATION PROGRAMS TRAINING:**

This training gives an overview of the provisions of the Immigration and Nationality Act (INA) and the implementing regulations as they relate to the H-2A and H-2B. The H-2A and B Programs allow for the admission of non-immigrants to the U.S. to perform agricultural and non-agricultural labor or services of a temporary or seasonal nature. This training module will provide participants with general information concerning the State Workforce Agency (SWA) / One-Stop Career Center (OSCC) roles and responsibilities in the processing of job orders filed in connection to a future H-2A and / or B petition.

**TRADE PROGRAMS:**

- **TRADE 101:** An in depth introduction to the Trade program which goes into detail regarding the benefits of the Trade Adjustment Assistance (TAA) and Trade Readjustment Allowance (TRA) program and the differences between the 2002, 2009, 2011, and 2015 rules. (A hands-on training with the MOSES portion can be requested.)
- **TRADE FOR VENDORS:** An introduction to vendors describing what the Trade Adjustment Assistance Program is, what benefits the TAA participants would receive, and the contracting and invoicing process of how to do business with the Trade Programs.

**WORK OPPORTUNITY TAX CREDIT PROGRAM TRAINING:**

This training will provide a brief history of the WOTC program and its present status. It will also review the categories, filing/documentation requirements and the Massachusetts on-line system.



**MIGRANT SEASONAL FARMWORKERS TRAINING - OVERVIEW OF MSFW:**

This training gives an overview of the Wagner-Peyser Act and the implementing regulations requiring that the services provided to Migrant Seasonal Farmworkers (MSFWs) by the One-Stop Career Centers (OSCCS) be "qualitatively equivalent and quantitatively proportionate" to the services provided to other jobseekers. The regulations also mandate that the State Monitor Advocate (SMA) ensure continued compliance with the program requirements, and to assist improve the State Workforce Agency (SWA) capacity to deliver services to farmworkers through the One-Stop Career Centers (OSCCs) on an equitable and non-discriminatory manner.

## SYSTEM OVERSIGHT

*These training sections will provide Local Workforce Development Boards (WDBs) and Career Center Management with information regarding the appropriate policies; procedures; tools and guidelines for managing performance; resolving problems; negotiating agreements and conducting effective workforce development activities.*

### **CONFLICT OF INTEREST:**

Massachusetts General Law Chapter 268, the Conflict of Interest Law, governs employees in public service in Massachusetts. This course provides an overview of the Massachusetts Conflict of Interest Law and provides guidance on matters where a public employee's private interests conflict, or appear to conflict, in the discharge of their public duties and responsibilities. This one-on-one consultation will provide information on the standards of conduct that apply to public employees including the use of a public position to get an unwarranted benefit or privilege. Restrictions on financial interests, compensation, gifts, gratuities, bribery, nepotism, divided loyalties, holding a second public position, as well as leaving public service will be discussed in detail.

### **OPEN MEETING LAWS:**

The Open Meeting Law was enacted to ensure transparency in the deliberations on which public policy in Massachusetts is based. The Open Meeting Law requires that most meetings of public bodies be held in public. It establishes rules the public bodies must follow in the creation and maintenance of records relating to those meetings. This course provides an overview of the Massachusetts Opening Meeting Law; and how its rules apply to the local Workforce Development Boards. Topics to be discussed in a one-on-one consultation setting will include: The Certification of Receipt of Opening Meeting Law Materials; Meetings of Public Bodies; Executive Sessions; Public Participation; Remote Participation; Minutes; and Open Meeting Law Complaints.

**UNIFIED COMPLAINT SYSTEM:**

This training gives an overview of the WIOA and Wagner-Peyser Act implementing regulations requiring that DCS and OSCCs (American Job Centers) establish and maintain a uniform system for resolving complaints, grievances and apparent violations. It will provide OSCC Management and staff with clear and easy-to-follow guidelines and information on how to comply with the Unified Workforce Development System Complaint Policy requirements. It will also provide users with updates or changes to the law, easier to understand and follow tools and guidance. Ultimately, it will assist improve One-Stop Career Center's overall compliance with applicable requirements.

**MONITORING AND OVERSIGHT:**

Local Workforce Development Boards must conduct regular oversight and monitoring of their WIOA and Wagner-Peyser Act program(s) and those of their sub-recipients and contractors. This one-on-one consultation is designed to help Workforce Development Boards develop local monitoring policies and procedures to ensure compliance with WIOA federal, state, and local monitoring regulations.

**USING PERFORMANCE REPORTS TO MANAGE:**

Performance management reports are important tools to help quantify any organization's performance activities and productivity. This one-on-one consultation will provide Workforce Development Boards, Career Center Operators, and managers with information on reporting tools available to them to help measure the performance of their respective career centers and staff. Crystal, MOSES, fiscal, and programmatic reports will be discussed.

## EMPLOYER ENGAGEMENT

*These training sessions are designed to provide Local Workforce Development Boards, Managers, Supervisors, front line staff and local office Business Service Representatives (BSR) with the information, best practices, tools and techniques for developing and maintaining constructive relationships with area businesses.*

### MASS BIZWORKS:

Overview of services and resources available to businesses; training on hiring and recruiting; layoff aversion and management; business relationship development and managing partnerships:

- **MODULE I:** An overview of the Biz Works program, Business Services Roles & Relationships, Building Relationships With The Business Community, Business Outreach (tips, tools and tactics) , Target Marketing and Business Account Management Strategies, Marketing Best Practices, Business Services, Goals, & Measurements, Collecting Information & Ensuring Business Satisfaction, Business Systems Development & Metrics, and BizWorks Resource Guide and Cards.
- **MODULE II:** Understanding the business cycle and programs offered through MOU partners. Program knowledge provided on the following agencies: Commonwealth Corporations Workforce Training fund (WTF), Department of Industrial Accidents (DIA), Department of Unemployment Assistance (DUA), and Massachusetts Office of Business Development (MOBD).
- **MODULE III:** A review of revised MOSES Employer Services, their definitions and application in MOSES, the basic MOSES Employer record and Job Order tabs and monthly Employer performance reports.

- **MODULE IV:** Business services for non-business services staff, this training is meant to convey an understanding of business services and how the knowledge of how an understanding of business services will help counselors/ job seeker staff better assist their customers (Job Seekers) find employment and provide qualified referrals to job orders.

## CAREER SERVICES

### CAREER CENTER STAFF TRAINING

*These training sessions will provide Career Center staff, who are providing direct services to job seekers, with specific information and guidelines for delivering comprehensive services to job seekers.*

#### **CUSTOMER SERVICE:**

Exceptional customer service is critical to ensure the success of Career Center customers. This training session includes customer service basics, including value of services, tools to increase customer retention and satisfaction, strategies for addressing challenging customer situations, dealing with bias, and stress management and coping techniques for staff.

#### **PRESENTATION SKILLS:**

Presenting information clearly and effectively is a key skill to clearly relaying information to a group or individual. This session will cover basic presentation skills, including building rapport with and engaging an audience, non-verbal cues, inclusive language, presentation preparation and organization, as well as managing unexpected challenges and difficulties.

#### **CAREER CENTER SEMINAR (CCS) INFORMATION SESSION:**

These sessions are designed to help management and staff identify mandatory topics for the CCS and highlight new options for how centers deliver the information to customers. The session will also discuss how Career Centers can use the CCS as a marketing tool for their Career Center.

**CAREER PATHWAYS:**

Career Planning is essential to a customer-centered workforce system under WIOA. This training session focuses on strategies for developing structured exercises undertaken to identify one's objectives for returning to work or advancing in their job. As a part of career management, the end goal is self-sufficiency through sustained employment. Effective Career Planning includes the development of an Individual Employment Plan (IEP) that consists of, identification of barriers and skills, utilization of assessments, labor market research (LMI), goal setting and accountability. Additionally, an overview of MOSES notes, reportable services and customer follow-up are incorporated throughout the training session.

**UI NAVIGATION:**

The Department of Unemployment Assistance (DUA), in conjunction with the Department of Career Services' Training and Development Team, will be conducting training sessions relative to navigating the U.I. Online system. These trainings will provide career center staff with fundamental knowledge on how to navigate the U.I. Online system for assisting career center customers with navigation of the U.I. Online system. The training will cover:

- Navigating the U.I. Online system
- Filing a new claim for unemployment insurance
- Reopening an existing claim
- Requesting weekly benefits
- Accessing communications and information regarding their claim

## TECHNOLOGY TOOLBOX

*These training sessions provide staff and supervisors with specific information on using these tools to deliver services to Business and Job Seeker customers. In addition, these tools will be useful to our workforce partners and other community entities to assist our shared customers in developing career pathways.*

### **MASSACHUSETTS ONE STOP EMPLOYMENT SYSTEM (MOSES):**

These training sessions provide staff, Managers and workforce Partner staff with specific skills to navigate and utilize the statewide data bank/information system.

- **MOSES 101:**

Three-day training on utilization of the state wide data system – MOSES (Massachusetts One Stop Employment System) Participants will learn the fundamentals of the Massachusetts One-Stop Employment System (MOSES) and will be able to utilize the system to perform their routine employment service functions.

***Classroom training (Computer Lab)***

- **MOSES – CAREER PLANNING**

This training takes the case manager through the steps of using the Career Planning tool in MOSES. Learn how to enter information on each person you case manage, and how to view your entire caseload in MOSES. ***Classroom training (Computer Lab)***



- **MOSES - BUSINESS SERVICES**

A recommended training for all staff working either with employers directly or with their MOSES records. This will help ensure that staff is providing consistent and high quality services to our business customers. Training subjects to be covered include: The basic data entry in the Employer Record, Job Orders, Restricted and Confidential job orders, Job Match (run match), and definitions and use of Employer Services. Brief overview of new State Goals and federal Performance measures, as well as brief outline of some employer reports available to staff. This is a full day program. ***Classroom training (Computer Lab)***

- **MOSES FOR WDB STAFF AND MANAGERS:**

A general overview of the MOSES system to assist with regional planning; monitoring performance; and accessing, reviewing and generating reports. Provides technical support, best data entry practices, and policy information to WIB staff and WIB management.

**LABOR MARKET INFORMATION FOR MANAGERS AND SUPERVISORS:**

This training is designed to help managers and supervisors of One-Stop Career Center staff to develop a better understanding and practical application of Labor Market Information (LMI). Training covers the fundamentals of Labor Market Information, how to utilize LMI tools and strategies to integrate the use of LMI with daily operations as well as best practices to disseminate LMI to career center customers and workforce partners. ***Classroom***

**MASSCIS:**

MassCIS is a comprehensive, interactive system designed to provide occupational and educational information to help customers make better-informed career and school choices. This training will cover assessment tools. You will create a career plan, explore occupation descriptions, learn about industries and create a resume.

**TRANSFERABLE OCCUPATIONAL RELATIONSHIP QUOTIENT (TORQ):**

TORQ allows career center customers to explore the transferability of their skills, knowledge, and ability from one occupation to others by analyzing previous work history in light of current labor market conditions. This LMI tool is based on O\*NET skill sets and allows real-time matches to several internet job search engines. Massachusetts specific labor market information has been uploaded to TORQ. Emphasis in this workshop is on helping career center staff evaluate how TORQ can be integrated into career counseling services provided to jobseekers.

**WORKKEYS 2.0:**

WorkKeys 2.0 is a portable, evidence-based credential that certifies essential skills for workplace success. Career center customers can earn a National Readiness Certificate by completing three WorkKeys assessments in the areas of applied math, workplace documents, and graphic literacy.